



## JANINDU BOMIRA ALWIS

ASSOCIAT SUPPORT ENGINEER  
CEMEXHRM

### Details

280/95, Garden city, Laxapathiya,  
Katubadde, Moratuwa  
0769209698  
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### NATIONALITY

Sri Lankan

### Links

[LinkedIn](#)

### Technologies

C#

Java

Python

JavaScript

SQL

React

React Native

Angular

JavaFX

JIRA

## PROFILE

### EXPERIENCE

As a recent graduate in Software Engineering, I am currently working as an Associate Support Engineer at CemexHRM, where I apply my technical skills to troubleshoot system issues, support clients, and ensure smooth operations of HR management systems. I am also pursuing a Master's degree in Business Analytics at the University of Colombo School of Computing, expanding my expertise in data analysis and business-driven technology solutions.

With a strong foundation in software engineering and a passion for solving complex problems, I am committed to staying at the forefront of technological advancements. My ability to quickly learn new tools and frameworks, combined with my collaborative mindset, positions me to contribute effectively to software development teams. I am eager to leverage my technical expertise and business analytics knowledge to take on challenging projects that drive innovation and deliver impactful results.

### Associate Support engineer [CemexHRM]

FEB 2024 — PRESENT

As an Associate Support Engineer at CemexHRM, I was responsible for understanding the functionalities of our HR management system and providing daily technical support to clients. My key responsibilities included:

- **Client Support & Troubleshooting:** Acted as the primary point of contact for clients, addressing and resolving their system-related issues in a timely manner.
- **Issue Diagnosis & Escalation:** Investigated system errors and malfunctions, identifying root causes and troubleshooting effectively. When necessary, I escalated complex issues to L2 and L3 support teams for further investigation and resolution.
- **System Monitoring:** Regularly monitored the system for any emerging problems, ensuring a seamless user experience for all clients.
- **Collaboration:** Worked closely with internal teams to improve system functionality and client satisfaction, while also assisting in the development and implementation of system updates.
- **Training & Documentation:** Provided clear and concise instructions to clients and internal teams, documenting solutions and creating knowledge base articles to streamline future troubleshooting processes.

This role honed my problem-solving skills, enhanced my technical knowledge of HR systems, and allowed me to build strong relationships with clients while providing them with consistent and reliable support.

### Trainee Front End Developer and Project Planer [Wavenet]

JULY 2020 — JULY 2021

As a Trainee Front End Developer and Project Planner, my role was marked by significant growth and contribution to both project management and front-end development. I successfully planned and managed over 50 projects, where I collaborated closely with stakeholders to define project objectives, deliverables, timelines, and resource requirements, while actively participating in web development tasks, as well as QA and Testing thus gaining a well-rounded skill set that combines project planning expertise with hands-on coding abilities.

- Cimex, Jira
- HTML, CSS, and JavaScript, Angular, node js
- Project Scoping, Task Assignment, Progress Monitoring

## Skills

Teamwork

Leadership

Creativity

Quick Learner

Volunteering

Client Support

## EDUCATION

### Masters of Business Analytics (UCSC)

2024 — Present

### BEng Software Engineering, Informatics Institute Of Technology (IIT)

2018 — 2023

### G.C.E Advanced Level, Mahanama College

2018

## PROJECTS

### Train Ticket Booking System

A comprehensive Train Ticket management system that empowers users to effortlessly add, remove, and view passenger details while granting them the ability to seamlessly add, view, and remove passengers from the available seats.

Skills and Technologies

- Python

### DeafBeats

A fully functional E-commerce website dedicated to music enthusiasts, offering a seamless online shopping experience for a wide range of musical instruments and enabling customers to browse, purchase, and discover musical instruments but also serves as a valuable resource for insights into the music industry and engaging entertainment through fun quizzes.

Skills and Technologies

- HTML5, CSS, JavaScript

### E-Cultivator

Empower users to effortlessly determine the optimal cultivation plan based solely on their soil type and prevailing weather conditions. This intelligent model has been meticulously trained using a combination of two comprehensive datasets.

Skills and Technologies

- Angular, NodeJS, Python, REST APIs

### GymSUP

A web application helps the user to get a customized diet plan by uploading an image of their full body. The system suggests the meal plan by image analysis and measurement recognition, will tailor a personalized meal plan based on body shape and provided measurements.

Skills and Technologies

- Angular, Spring boot, Java, MongoDB, Spring web MVC

## Achievements

Best Actor Award - 2018  
Stagecraft of IIT

## EXTRACURRICULAR ACTIVITIES

Assistant Entertainment Director, Student Union of IIT

2019 — 2020

Horror House in Charge (Sally's Manor), Rotaract club of IIT

2019

Member of Rotaract Club of IIT

2018 — 2023

Member of Toastmasters Club of IIT

2018 — 2023

Organizing Committee - IEEE YESIST, IEEE club of IIT

2019

Secretary, Aeronautical club of Mahanama college

2018

## ONLINE COURSES FOLLOWED

Introduction to Software Testing or Software QA

AUTHOR ADAMS KINFU

Everything about Software Testing (Manual and Automation Testing)

AUTHOR INDIRA SWARANGI

## REFERENCES

Mr. Dilum Kumarasinghe  
Senior Vice President - Wavenet Solutions  
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